

## Delivering a High Touch / High Tech Employee Orientation Experience...

### Planned Employee Orientation components include:

- ★ **Sponsor** for each new / transferring employee.
- ★ **Employee orientation website and portal** with an integrated online employee community.
- ★ **Integrated process flow management.**
- ★ **On-line checklists** for new employees, supervisors, sponsors, and organizations.
- ★ **Online forms** completion and tracking.
- ★ **On-line Employee Orientation calendar**
- ★ **Online Surveys / Instant Polls**
- ★ **Employee Orientation Email Notification System and Email box** with automated notices
- ★ **Workforce Transformation Tracking System (WTTS)** online system for tracking basic data on new / transferring employees.
- ★ **Tours and management receptions:** on-site and virtual
- ★ **Training**—online, onsite, and/or classroom
- ★ **Videos & Computer Based Training provided through the NEO portal:** Vision for Space Exploration, Administrator's, Director / Program Manager Welcomes, etc.
- ★ **Initial Individual Development Plan (IDP)**
- ★ **Integrated Orientation support** from mission and mission support areas, Centers, organizations, safety / health, information technology, facilities, training, human resources, benefits, etc.

## How you can help...

Your input and support is needed both during development and implementation of the agency-wide Employee Orientation process.

- ★ **Managers and Supervisors** should actively participate in the employee orientation process by...
  - Monitoring your new employees' progress through the orientation. ( Checklists will be provided.)
  - Providing subject matter content from your organization relevant to new and transferring employees.
  - Implementing policies, processes, and practices to support the streamlined NEO process.
  - Participating in NEO events and training.
- ★ **Employees** should participate in the process by serving as sponsors, assisting new employees with your organization operations, and recommending improvements to the employee orientation process.

## For More Information...

For more information about the NASA Employee Orientation project or to provide your input and recommendations please visit our project team website at:

[nasapeople.nasa.gov/neoprojectteam/index.htm](http://nasapeople.nasa.gov/neoprojectteam/index.htm)



**ONE TEAM, ONE JOURNEY,  
ONE NASA**  
*Building the Future Together*



Safety  
NASA Family  
Excellence  
Integrity

One Team  
One Journey  
One NASA

# NASA Employee Orientation Project Overview

National Aeronautics & Space Administration  
Office of Human Capital Management  
November 2004

## NASA Employee Orientation Program



**ONE TEAM, ONE JOURNEY, ONE NASA...**  
*Building the Future Together*

### Overview

★ Employee Orientation is the process of transforming our new employees into effective, fully contributing members of the NASA workforce. The process begins with the job offer and extends through the 6th month anniversary.

These are the first steps on the NASA Journey.

★ This brochure provides a brief overview of the who, what, when, where, how, and why of the Employee Orientation project. It also provides information on how you can contribute to the project success.

### NEOP Project Background

Your NEOP team is tasked under the “OneNASA” Implementation Plan to create an Agency level, web-based orientation process for new and transferring employees.



★ The project team consists of members from each of the Centers plus Functional Area contacts at HQS.

★ The NEOP team will incorporate the latest technologies and best practices to support a state-of-the-art, world-class new employee orientation experience.

★ Targeted implementation date is January 2005.

### NEOP Project Goals

1. Significantly enhance the new employee “experience”...
  - ★ Create the excitement and belief that...  
*“Wow, this is going to be a great place to work!”*
  - ★ Embed a clear message that Safety, the NASA Family, Excellence, and Integrity are what we value.
  - ★ Embed a clear understanding of NASA, our goals, and our responsibilities to our Nation’s future.
2. Vastly enhance the effectiveness and speed in which a new employee becomes a fully contributing member of our workforce.
3. Use information technology and customer feedback to significantly improve service and quality—while reducing time, labor, and costs.
4. Create a model and format for orientation that can be used for New Supervisors, New Students, New Contractors, New Executives, etc.



*Stairway to the Stars*

### Employee Orientation—What’s in it for you?

Remember your first days on the job? Those initial experiences go a long way in determining how quickly you became an effective, fully contributing member of our workforce.

As we welcome our new coworkers, it is critically important that we provide them with the foundation tools, resources, and organizational perspective that promote their rapid inclusion within our workforce.

Simply stated, the more successful we are in orienting them to NASA—the more quickly we can begin using their skills and talent and the faster they will become effective, contributing members of the NASA family.

### Customer Feedback & Benchmarking

Your NEOP team is using a variety of tools to insure that we deploy a process that fully meets the needs of our organizations and new employees:

★ **New Employee Survey** Since late July 2004, online survey responses on new employee orientation have been received from 555 of 746 (74%) NASA employees who have joined NASA since January 2003.

★ **Focus Groups** (9-20) with new employees and service providers are being conducted at each Center.

★ **Benchmarking** interviews are being conducted with 30-50 non-NASA organizations.

★ **Best Practices** Industry, Government, and Centers’ Orientation best practices are being incorporated in the Agency process.

★ **Online feedback tools** are available to continuously solicit feedback and input.